

Ameyo CallBack APIs

Table of Contents

1. Document Versioning.....	4
2. Getting Started.....	5
2.1 Introduction.....	5
2.2 Purpose.....	5
2.3 Approach.....	5
3. Proposed Solution.....	6
4. Required URL Format.....	7
5. List of APIs.....	8
5.1 GetCampaignCustomerCallback API.....	9
5.1.1 Method.....	9
5.1.2 Headers Parameters.....	9
5.1.3 URL.....	9
5.1.4 URL Parameters.....	9
5.1.4.1 Required Parameters.....	9
5.1.4.2 Optional Parameters.....	9
5.1.5 Data of GetCampaignCustomerCallback API.....	10
5.1.5.1 Request Data.....	10
5.1.5.2 Response Data.....	10
5.2 DeleteCustomerCallback API.....	12
5.2.1 Method.....	12
5.2.2 Headers.....	12
5.2.3 Body.....	12
5.2.4 URL.....	12

- 5.2.5 URL Parameters 12
 - 5.2.5.1 Required Parameters..... 12
- 5.2.6 Data of GetCampaignCustomerCallback API..... 13
 - 5.2.6.1 Request Data 13
 - 5.2.6.2 Response Data 13

1. Document Versioning

Version	Date	Purpose	Author
CB API-v1	13-May-2020	First Draft	Saurabh Goyal

2. Getting Started

2.1 Introduction

The document intends to discuss the CallBack API in Ameyo. The user in Ameyo Web Application can schedule callbacks for the agents. This API allows the user to fetch the list of those scheduled callbacks based on various filters such as UserId, scheduled Date of callbacks, and added Date of callbacks. Through this API the user is able to delete the scheduled callbacks also.

2.2 Purpose

This document serves as a technical proposal and scope of work for the CallBack contacts with Ameyo Contact Center solution. It is intended to be used by the client's operation/ IT team for better understanding. The document has to be shared with teams (and stakeholders), and versions history is controlled for proper process management. Any future change in the requirements and plan should be captured in the document itself.

2.3 Approach

1. Ameyo will expose its HTTP based API to fetch and delete the callbacks.
2. Callback API will use the filters through which the callbacks will be fetched.
3. This API lets the user to fetch the callbacks or delete the callbacks as per the requirement.

3. Proposed Solution

Ameyo will expose its HTTP/HTTPS based API to provide the functionality of callbacks. Support is also provided to fetch or delete callbacks, at a given future time.

The communication shall be made through HTTP or HTTPS. The commands shall be sent as requests to the system. The API is synchronous, and the response shall contain all the return data. The interface is accessible to all the Ameyo users who are allowed to schedule the callbacks.

The Ameyo Application will use this API to fetch or delete the callbacks based upon the defined order provided by the user.

4. Required URL Format

The request using the URL should be in the following format.

Post	URL:
	<Protocol>://<IP_Domain_Name>:<port>/ameyorestapi/voice/customerCallbacks/<API_Parameter>

In the URL, you have to replace the variables using the following values.

1. **Protocol:** You can provide either HTTP or HTTPS.
2. **IP_Domain_Name:** Provide the domain name or IP Address, where the Ameyo AppServer is running.
By default, this runs on the server machine.
3. **Port:** The port at which the application is running. Its value will be 8888 for HTTP and 8443 for HTTPS.
4. **API_Parameter:** These are the parameters to be passed at the API command execution time.

The response to this request will be of the same encoding as the request.

5. List of APIs

Following APIs has to be used for the callbacks in Ameyo Web Application.

1. [GetCampaignCustomerCallback API](#): This API used to fetch the list of scheduled CallBacks assigned into the campaign.
2. **[Get Tenant User Callback API](#)**: This API is used to fetch the bulk callback records scheduled in the tenant.
3. [DeleteCustomerCallback API](#) : This API used to delete the scheduled CallBacks assigned into the campaign.

5.1 GetCampaignCustomerCallback API

This API is used to get the Callbacks assigned into the campaign using campaignId.

5.1.1 Method

POST

5.1.2 Headers Parameters

sessionId

The header attributes will be provided by Ameyo. Contact Services team of Ameyo for the values of Header Attributes.

5.1.3 URL

<protocol>://<IP_Domain_Name>:<port>/ameyorestapi/voice/customerCallbacks/getFiltered

5.1.4 URL Parameters

5.1.4.1 Required Parameters

Following parameters are required and have to be used to fetch the callbacks.

Name	Type	Description	Sample Value
limit	Integer	It contains the number of callbacks required to be fetched(maximum allowed number is - 100)	1
campaignId	Integer	It is the Campaign Id in which the callback is scheduled.	6
offset	Integer	Provide the number of rows that have to be skipped for fetching the callbacks.	0

5.1.4.2 Optional Parameters

Following parameters are optional and that can be used while fetching the callbacks.

Name	Type	Description	Sample Value
info	boolean	Information about the callbacks (if provided at the time of scheduling callbacks)	false
toDateAdded	Long	It contains "To" date at which the callback has been added.	1521539038782
fromDateAdded	Long	It contains "From" date at which the callback has been added.	1521539038782
userIds	List<String>	It contains the list of UserIds of agents to which the callback is scheduled.	Stieve
toDateScheduled	Long	It contains "To" date for which the callback is scheduled.	1521539038782
fromDateScheduled	Long	It contains "From" date for which the callback is scheduled.	1521539038782

5.1.5 Data of GetCampaignCustomerCallback API

5.1.5.1 Request Data

```
<protocol>://<IP_Domain_Name>:<port>/ameyorestapi/voice/customerCallbacks/getFiltered?limit=<Limit_Number>&campaignId=<Campaign_Id>&offset=<offset_numbers>&userIds=<List_of_User_Id>
```

5.1.5.2 Response Data

```
[
  {
    "customerCallbackId": "<Callback_Id",
    "campaignId": <Campaign_Id>,
    "callbackTime": <Callback_date_and_Time>,
    "selfCallback": <true/false>,
    "userId": "<UserId>",
```

```
    "phone": "<Contact_Number>",  
    "customerId": <Customer_Id>,  
    "dateAdded": <Added_Date>  
  }  
]
```

If the limit provided in API to fetch callbacks is greater than 100, then the maximum number of fetched callbacks will be 100 only.

5.2 DeleteCustomerCallback API

This API is used to delete the callbacks in case of ameyo toolbars.

5.2.1 Method

DELETE

5.2.2 Headers

sessionId

The header attributes will be provided by Ameyo. Contact Services team of Ameyo for the values of Header Attributes.

5.2.3 Body

```
{"customerCallbackId" : "<callback_Id>"}
```

5.2.4 URL

```
<protocol>://<IP_Domain_Name>:<port>/ameyorestapi/voice/customerCal  
lbacks/<customerCallbackId>
```

5.2.5 URL Parameters

5.2.5.1 Required Parameters

Following parameters are required and have to be used to fetch the callbacks.

Name	Type	Description	Sample Value
customerCallbackId	String	Id of the callback that has to be deleted.	d810-59423051-cm-0

5.2.6 Data of GetCampaignCustomerCallback API

5.2.6.1 Request Data

<protocol>://<IP_Domain_Name>:<port>/ameyorestapi/voice/customerCallbacks/<customerCallbackId>

5.2.6.2 Response Data

1. If success response is received.

"OK"

2. If failure response is received

```
{
  "message": null,
  "info":
  "[\"CallBackManager.invalid.campcust.callback.id\", \"<Callback_Id>\"]",
  "status": 512,
  "errorCode": <error_code>
}
```